

PATENT

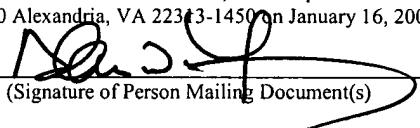
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:) Examiner: Not Assigned
Editt Gonen-Friedman et al.)
) Group Art Unit: Not Assigned
For: METHODS AND SYSTEMS FOR ONLINE)
SELF-SERVICE RECEIVABLES AND) Confirmation No.: Not Assigned.
AUTOMATED ONLINE RECEIVABLES)
DISPUTE RESOLUTION) Customer No.: 22430
)
Serial No.: Not Assigned)
)
Filed: January 16, 2004) <u>PRELIMINARY AMENDMENT</u>
)
Atty. Docket No.: ORCL5643DIV)
(OID-1999-180-01-DIV))

BOX PATENT APPLICATION
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF EXPRESS MAIL 37 CFR 1.10

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(Signature of Person Mailing Document(s))

ALAN W. YOUNG
Printed Name

PRELIMINARY AMENDMENT

Sir:

Preliminary to examination, please amend the above-referenced application as follows:

A complete listing of the claims begins on page 2 of this paper.

Amendments to the specification begin on page 6 of this paper

Remarks/Arguments begin on page 7 of this paper.